

# JOB POSTING

## MEMBER SERVICES SECURITY

1/19/2022



### REPORTS TO: ASSOCIATE DIRECTOR

#### WHO WE ARE:

Ministry with Community (MwC) is a non-profit organization located in Kalamazoo, MI. We are a daytime shelter and resource center, open 365 days a year from 6:30am-4:30pm. The mission of MwC is to empower people to make positive life changes. To achieve our mission, we provide an environment of dignity, hope, trust and unconditional acceptance where all people are respected and valued. MwC does not discriminate based on race, color, national origin, religion, age, sex, gender identity, sexual orientation, disability, veteran status, marital status, familial status, height, weight, or arrest record.

#### POSITION OVERVIEW

The security staff will assist members in accessing all services within the agency, while being proactive in resolving any safety concerns throughout our facility and on our property. This position will perform a variety of tasks and will become familiar with standard concepts, practices, and procedures such as de-escalation, excellent customer service, relying on experience and judgment to accomplish a safe, comfortable environment. Work under general supervision. A certain degree of creativity and latitude is expected.

Member Services Security must demonstrate compassion, integrity, and trust. This individual must uphold the highest standards of ethics and values in alignment with the mission of Ministry with Community.

#### HOURS

This is a part-time position. Hours will vary - facility is open 6:30am-4:30pm seven days/week

#### POSITION REQUIREMENTS

- 18 years of age or older
- At least one year of security experience
- Ability to communicate with others quickly and effectively. Multiple languages and sign language not required, but beneficial
- Ability to effectively use a computer for receiving and sending email, using electronic calendars, etc.
- Ability to bend, twist, stoop, lift and reach is required. Occasionally lifting/moving objects of up to 50 pounds at one time
- Ability to travel around all areas of MwC facility and outside property
- Ability to see and hear the environment in order to monitor well-being of members, volunteers, interns, community partners/outreach workers and staff and identify adverse situations
- Ability to learn quickly (desire to continue learning) and exhibit creative problem-solving
- Strong organizational skills and ability to manage multiple tasks
- Commitment to the highest level of customer service for both internal and external customers (staff, members, volunteers)
- Ability to be on your feet for an extended period
- Commitment to diversity and customer service

**PERFORMANCE EXPECTATIONS:**

1. First and foremost, place MWC member needs and the MWC mission front and center in all processes, decisions, tasks, work, and efforts
2. Establishes working relationships with our members to best serve their needs
3. Ability to be proactive; to see and deal with potential safety issues before they arise
4. Use best practices of de-escalation and crisis management to maintain a calm, safe environment
5. Ensures an environment of dignity and respect for all individuals
6. Adheres to daily checklists to ensure basic and critical security and safety
7. Assist members, volunteers, and donors at the Member Services desk using the highest standard of customer service, treating everyone with courtesy and respect
8. Answer phones and respond to requests or transfer calls as appropriate
9. Make eye contact and greet guests enthusiastically
10. Keep workspaces neat and clean, including some sweeping, mopping, vacuuming, wiping surfaces, etc.
11. Positively respond to direction and requests for assistance from co-workers, supervisors, and guests
12. Takes initiative to remain productive throughout shift
13. Engage in weekly and other regular department staff and all-staff meetings
14. Ensure an environment of dignity and respect for all individuals
15. Support and uphold MWC community expectations in a timely fashion, using excellent conflict management and interpersonal communication skills
16. Other duties as assigned

**SUCCESS PATTERNS:****Member Service****Productivity/ Quality of work****Dependability****Communication****Teamwork****Job Knowledge/Technical Skills/Skills Development****Initiative/Planning****Innovation/Problem Solving****Organizational Awareness****WAGE AND BENEFITS**

\$12.00/ hour

*Optional matching 403(b) retirement plan***TO APPLY**

Please apply with the application found on our website at: [www.ministrywithcommunity.org/employment-opportunities](http://www.ministrywithcommunity.org/employment-opportunities)

NO PHONE CALLS PLEASE.

Deadline: 2/11/2022

This position requires mandatory drug screening and a background check.